



Support in making a complaint

Patient and Client Council

The Patient and Client Council can provide free and confidential advice, information and help to make a complaint. This can include help with writing letters and making telephone calls as well as supporting you at any meetings you might attend.
0800 917 0222 • <https://pcc-ni.net>

Belfast and South Eastern Area

2nd Floor, Centre House
79 Chichester Street
Belfast, BT1 4JE

Northern Area

Wellington Court
4 Wellington Street
Ballymena, BT43 6EQ

Western Area

'Hilltop'
Tyrone and Fermanagh Hospital
Omagh, BT79 0NS

Southern Area

Quaker Buildings
High Street
Lurgan, BT66 8BB

What if you're still not satisfied?

If you are not satisfied with our response to your complaint, you can contact us again and we will do our best to resolve your concerns.

If you are still dissatisfied with this response, you can refer your complaint to:

Northern Ireland Public Services Ombudsman (NIPSO)

The Ombudsman investigates complaints about public service providers in Northern Ireland
0800 34 24 24
nipso@nipso.org.uk • www.nipso.org.uk
Progressive House, 33 Wellington Place, Belfast BT1 6HN

RQIA (for regulated health & social care complaints)

028 9536 1111
info@rqia.org.uk • www.rqia.org.uk
7th Floor, 15-27 Gloucester Street, Belfast BT1 4LS

Fundraising Regulator (fundraising related complaints)

0300 999 3407
complaints@fundraisingregulator.org.uk
www.fundraisingregulator.org.uk
Eagle House, 167 City Road, London EC1V 1AW

Accessible formats

If you need this information in another language, large print, Easy Read or another format, please let us know and we will provide this.

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Ireland
Hospice**



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**Your
opinion
matters
to us.**

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Northern Ireland Hospice is committed to providing high quality care and services across all areas - including our Adult Services (IPU and in the community), Children's Services, Fundraising, our Retail shops or any other aspect of the services we provide.

A complaint is any expression of dissatisfaction about something we have done, not done, or the standard of service you received. We welcome your feedback so we can learn, improve, and put things right when something hasn't gone as it should.

Raising a concern will not affect your care, support, or access to any service.

Who can make a complaint?

Anyone who uses or interacts with our services can make a complaint. This may include a patient, their family or carers, visitors, donors or supporters, corporate partners or sponsors, retail customers, members of the public affected by our events, or our volunteers.

You can raise a concern on your own behalf or on behalf of another person, where consent is required and has been given.

How to make a complaint

We encourage you to raise any concerns as soon as possible, ideally at the time they happen. This gives us the best chance to resolve the issue quickly - often on the spot or within a few days.

However, you can complain in whatever way works best for you:

- In person to any staff member
- By phone
- By letter
- By email
- Through our website
- Via a representative (family member, advocate, Patient and Client Council (PCC))

Please include, if possible:

- **Your contact details**
- **What happened**
- **When and where it happened**
- **Who was involved**
- **What you would like us to do**

You should raise your concern within six months of becoming aware of the issue (or within 12 months of the event), though we may use discretion where appropriate.

Send your complaint to:

Complaints Manager

Northern Ireland Hospice
18 O'Neill Road
Newtownabbey BT36 6WB
028 9078 1836
complaints@nihospice.org

What happens when you complain

We use a two stage complaints process, which follows the Northern Ireland Public Services Ombudsman's (NIPSO) Model Complaints Handling Procedure.

Stage 1 – Early Resolution

(within 5 working days)

Most complaints can be resolved quickly and sensitively. We will explain what happened and what we will do to put things right.

If you remain dissatisfied, you can request Stage 2.

Stage 2 – Investigation

(within 20 working days)

- We will acknowledge your complaint within 3 working days.
- We will confirm the issues you want investigated.
- An Investigating Officer will review the matter.
- You will receive a full written response, signed by a senior leader and the CEO.

If delays are unavoidable, we will keep you informed.

